UNITED NATIONS

ST/CS/SER.A/37

THE UNITED NATIONS OPTICAL DISK SYSTEM

USER MANUAL

1994

INTRODUCTION

The optical disk system

1. The United Nations optical disk system (ODS) is a storage-and-retrieval system for parliamentary documents that uses optical disk as the storage medium and permits high-speed transmission of such documents through telecommunications links. The long-term goal of the system is to establish a more economical and secure means of distributing and storing parliamentary documents and to provide timely access to such documents in electronic form to all offices of the United Nations, to permanent missions to the United Nations and other government offices as appropriate, other organizations of the United Nations system, the mass media, other international organizations as well as other interested institutions, such as libraries and universities.

2. The parliamentary documentation, stored on-line in databases at United Nations Headquarters, New York, and the United Nations Office at Geneva (UNOG), and described/indexed using the structure of the United Nations Bibliographic Information System (UNBIS), will include pre-session, in-session and post-session documentation for meetings of the Security Council, the General Assembly and its subsidiary bodies, the Economic and Social Council and its subsidiary bodies and the Trusteeship Council, and for conferences convened by the United Nations. The documents will be stored in all official languages of the United Nations: Arabic, Chinese, English, French, Russian and Spanish.

3. The objectives of the system are:

(a) To increase the speed and reduce the costs of world-wide distribution;

(b) To provide a more economical and secure means of storage;

(c) To facilitate reference to these documents by users world wide.

4. The system is implemented in two identical configurations at United Nations Headquarters in New York and at the Palais des Nations at Geneva. The system has the capacity at both locations to input documents in both text form (from word processing) and in image form (from optical scanning), with descriptors and indexing based on UNBIS, to store the documents on optical disk, to retrieve them for viewing and printing and to transmit them in electronic form between Geneva and New York.

5. Parliamentary documents produced in New York beginning in 1992 are described, indexed and stored on optical disk at United Nations Headquarters; parliamentary documents produced in Geneva are described, indexed and stored on optical disk at the United Nations Office at Geneva. A daily exchange of documents in electronic form between New York and Geneva ensures that the optical disk databases at each location are complete and up to date. Each site can act as a backup for the other. Provision is made for the automatic transfer of inquiries to the database at the other location whenever the system at one location is not operating.

6. The indexing of documents is based on the relevant bibliographic data which appear on the first page of each parliamentary document: the symbol(s) identifying the document, the language (and the language of the original, if different), the United Nations body (and often subsidiary body) concerned, the session or meeting for which the document is issued, the agenda item number, the date, the title of the document, the personal/corporate/conference name (using entries contained in the UNBIS Authority File) and the type of distribution (general, limited or restricted). Documents are also indexed by subject(s), using descriptors from the UNBIS Thesaurus.

Access to the system

Hardware and software requirements

7. External users are able to retrieve documents from the optical disk system using a standard IBM-compatible personal computer as a workstation. The minimum configuration for such a workstation would be a personal computer

with a 386 processor, a VGA monitor, a laser printer, an ISDN interface for telecommunications and appropriate software (DOS, Windows and WordPerfect or other text-processing software, and the optical disk retrieval workstation software). The special software for the optical disk retrieval workstation will be supplied to permanent missions of Member States free of charge under a global licence agreement between the United Nations and the firm that built the system. A higher-performance configuration with increased retrieval and printing speeds consists of an IBM-compatible personal computer with a 486 processor, a full-page high-resolution monitor, a laser printer, a special graphics printer interface and an ISDN interface for telecommunications and software as listed above.

User requirements

8. User registration forms and installation guidelines may be obtained from the ODS Coordinator, telephone number 963-6586 or 963-6587.

9. All registered users must be in possession of:

- A user name;
- A password;
- An access authorization level, giving access to the documents according to their type of distribution;
- The authorization to download, allowing the user to download the native word-processing format of a document.

All these elements are assigned by the System Administrator and are beyond the user's control, except for the password, which can be changed by the user and which will not be known by the System Administrator.

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I. RETRIEVAL FUNCTIONS

A. *Logging in and logging out*

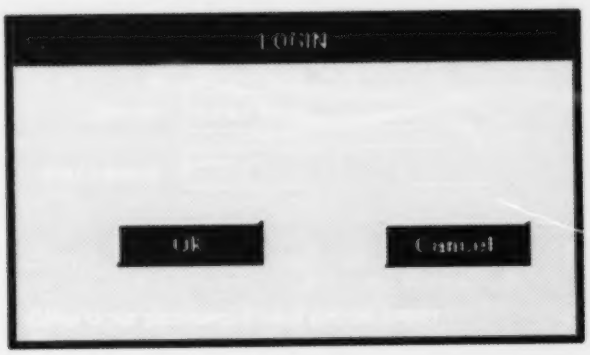
1. *Log-in*

Log in by double-clicking on the "**ODS**" icon, which should have been provided under your Windows applications on your personal computer during the installation of the ODS retrieval workstation software. The name of the program is "ONU.EXE".

The application displays the following screen:

Screen 1

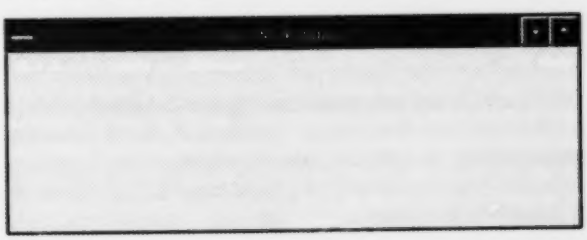
and immediately goes on to the "Log-in" screen:



Screen 2

Enter the user name assigned to you during the registration process and then press the "**Enter**" key to go to the "Password" field. (The password is masked and is known only to you, the user.) Enter your password and press "**Enter**" again to proceed to the ODS workstation main menu screen. Instead of pressing the "**Enter**" key, you may use the mouse and click on "**Ok**" to proceed or on "**Cancel**" if you think you have made a mistake. If you forgot your password, call the ODS Help Desk.

Once log-in has been completed, the ODS functions become available and appear on the ODS main menu bar:

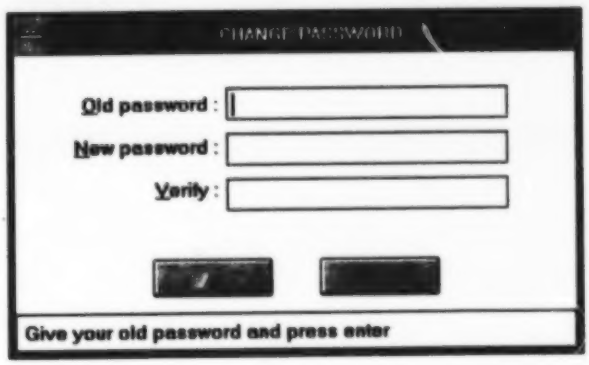


Screen 3

Change of password

Change of password is accessed by clicking on **"Database"** in the ODS main menu and selecting **"Change password"** from the sub-menu.

You may freely change your password, which is known only to you. Enter both the old password and the new password, which must be entered again in the "Verify" field, to make sure that you entered it correctly the first time.

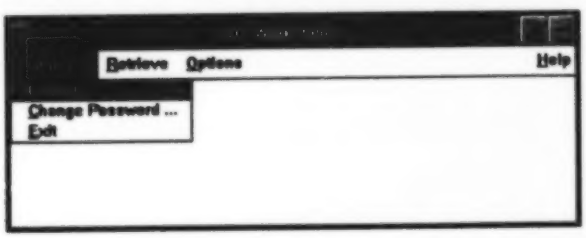


Screen 4

The names and the passwords must be at least four characters long.

2. *Log-out*

The log-out function enables you to disconnect from the ODS database server without leaving the application, which remains in the memory of your PC. To reconnect, simply execute log-in by clicking on **"Database"** in the ODS main menu. Instead of "Log-out", you will now see "Log-in" and may proceed.



Screen 5

3. *Exit*

This function enables you to exit from the application and return to Windows. An automatic log-out is executed to disconnect properly from the system's database server. If you did not disconnect from the database previously by logging out, the following message appears:

You are still connected to the database

requesting confirmation of the disconnection from the database server.

- If you click on **"Cancel"**, you remain connected;
- If you click on **"Ok"**, you disconnect and return to Windows.

4. *Automatic log-out*

Users who have done no search activity for 30 minutes will be logged out automatically by the ODS database server. The ODS workstation will remain in the last screen used before being logged out.

You will notice that you have been logged out when you attempt a new retrieval search. At this point, a window with the message:

Application timed-out

Please log in if you want to continue

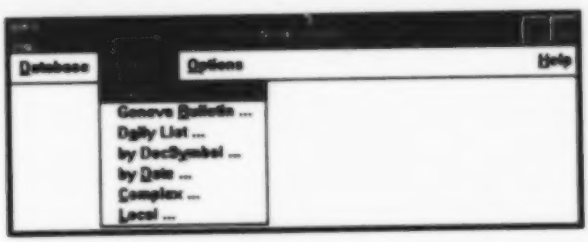
will appear. To log back into the database server, you must return to the ODS main menu and click on "**Database**".

B. *Documents retrieval*

This function allows you to retrieve the documents that have been officially released and match the parameters of your access authorization.

Click on "**Retrieve**" in the main menu bar.

The retrieval sub-menu shows the various ways to search for and retrieve documents:



Screen 6

- Retrieve the *Journal* of the United Nations by date;
- Retrieve the *Geneva Bulletin* by date;
- Retrieve the daily list of documents by date;
- Simple search by document symbol;
- Simple search by publication date of the document;
- Complex search involving several criteria.

A seventh function allows you to review the list of word-processing document files which you downloaded to your workstation.

1. *Rules applying to retrieval*

When a retrieval function is executed, the criteria governing searches and displays can be:

- Explicit: Those entered into in the search screen;

- Implicit: Those used by the system from options set in the "Options" function on the workstation or based on a user's access authorization parameters.

Implicit criteria are:

- The user's access authorization: a user is allowed to retrieve any documents having a distribution code at the same level as or below the user's access authorization level;

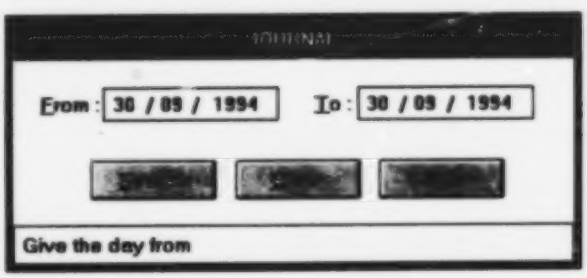
- The criteria set by the "Options" function: "Area", "Language" and "Download" directories.

The retrieval itself is independent of the language, since the indexing of all documents is done in English. Documents are found if they exist in at least one of the six languages in either image or text form.

The language parameter is used only when displaying, printing or downloading a document. If you do not select a particular language for display of the document from the list of documents found, the system will display the document in the default language. The default language is the language which you have specified for your workstation in the "Options" function of the ODS main menu. If a particular document is not available in the language specified in "Options" for a workstation, the next available language version will be displayed in the following default sequence: English, French, Spanish, Russian, Arabic, Chinese.

2. *Journal/Geneva Bulletin*

If you clicked on the "**Journal**" (or "**Geneva Bulletin**") box in the retrieval menu, the following window appears:



Screen 7

This function enables you to retrieve the *Journal of the United Nations* by date only. For other search possibilities, use the complex search function.

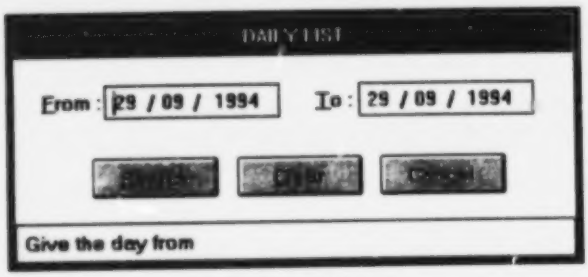
The date in the window is pre-set to today's date using the date from the memory of your workstation.

The "From" and "To" dates may be changed in order to select a range of *Journal* documents or the *Journal* of a different date (in the latter case the "From"-date and the "To"-date must also be entered as the same date).

The search algorithm is based on a right truncated document symbol JOURNAL ... and the date as the publication date. The full document symbol of *Journal* documents is JOURNAL 1992/###, followed occasionally by the words PART I or PART II.

3. *Daily list*

If you clicked on the "**Daily list**" box in the retrieval menu, the "Daily list" window will appear.



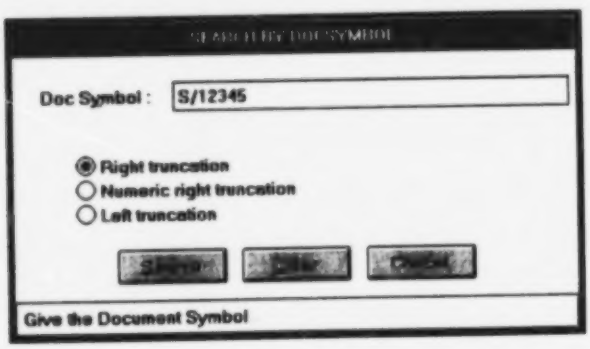
Screen 8

This function enables you to retrieve the daily list of documents by date. The daily list may also be retrieved with the complex search function.

The date in the window is pre-set to yesterday's date since the daily list distributed on a given day always bears the previous day's date. The displaced pre-set date is automatically one day earlier than the date in the memory of your workstation.

The search algorithm is based on a right truncated document symbol DL... and the date as the publication date. The full document symbol of the daily list of documents is DL/1992/###.

4. *Simple search by document symbol*



Screen 9

Search by document symbol enables you to search for a document according to:

(a) *The exact document symbol*:

(i) Enter the document symbol in the "Search" field; it must match, character by character, the way the document symbol is recorded in the database (this is normally the format of the document symbol as printed on the first page of the document);

(ii) Click on "**Search**" or press "**Return**";

(b) *The first few characters of the document symbol*:

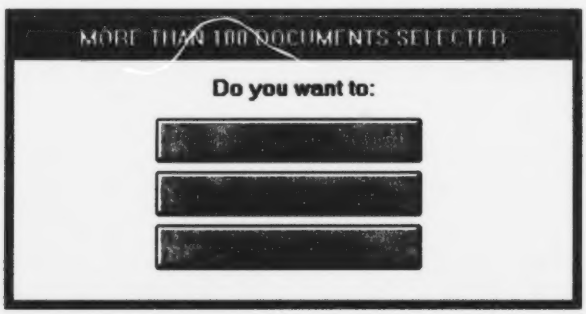
(i) Enter the first few characters of the document symbol in the "Search" field;

(ii) Click on the "**Right truncation**" or "**Numeric right truncation**" button. "Right truncation" is always the default;*

(iii) Click on "**Search**"; a list of documents, all beginning with the characters specified, will be displayed; this search may take considerable time.

If less than 100 documents are found by the search, the document symbol and the beginning of the title are displayed in a list box.

If more than 100 documents are found, you receive a message requesting instructions to proceed:



Screen 10

Continue: The search continues; this search could take considerable time if the number of matching documents is very high;

Have partial results: The search stops with 100 documents; in this case, they are the first 100 document symbols, in alphabetical order;

Change criteria: Returns directly to the "Search" screen for a new search.

For better results, choose a set of first few characters that correspond as precisely as possible to the document you are looking for, or use the complex search function (see sect. 5 below).

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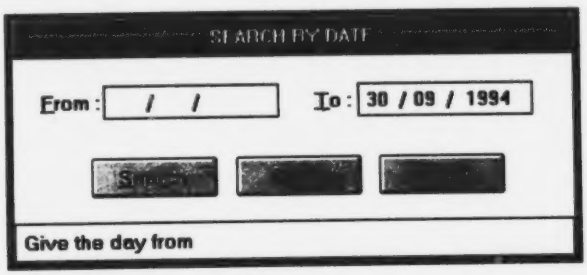
* Since "Right truncation" is pre-set in the software, searching, for instance, for document symbol S/24588 will automatically retrieve the original document S/24588 as well as document S/24588/Corr.1.

5. *Search by date*

The publication date is the date appearing on the first page of the document.

Search by publication date is done by specifying a range of dates, from a starting date to an ending date:



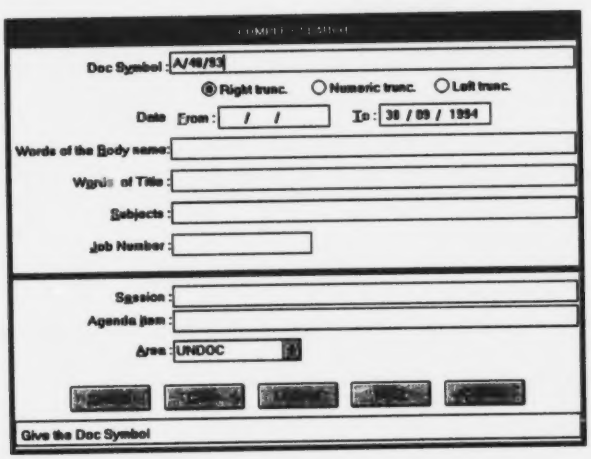
Screen 11

The system automatically sets "To" as today's date; the user can overwrite this default value. The year is mandatory; month and day may be omitted.

The result of this search is a list of documents whose publication date falls within the indicated range. The documents are sorted in alphabetical order.

6. *Complex search*

For searches in fields other than "Document symbol" and "Date", or for combining several criteria, the following screen is used:



Screen 12

The documents can be searched according to:

Document symbol: (see sect. 4 above);

Range of dates: (see sect. 5 above);

Words in name of body: One or more key words may be selected from the name of the body for which the document was prepared;

Words of the title: One or more words may be entered; this function selects those documents whose title contains the indicated words;

Subjects: Use subject terms as specified in the UNBIS Thesaurus. You may enter many subject terms, but you must place an ampersand sign ("&") between each of them. You may continue typing at the end of the "Subjects" box if you enter more than one line of terms;

Job number: Searches for the exact job number of the document; the job number is usually printed on the bottom line of the first page of the document;

Search by job number should be preceded by "N" for documents issued in New York and by "G" for documents issued in Geneva. Format: N######## for New York and G######## for Geneva documents;

Session: One or more session numbers may be entered; this function selects the documents having the indicated value(s) within the "Session" field;

Agenda item: One or more agenda item numbers may be entered; this function selects the documents having the indicated value(s) within the Agenda item field;

Area: Mandatory: system is set to a default value (see sect. C, "Options", below); may be changed in this screen for a particular search; at present only "**UNDOC**" is a valid entry.

When several fields are used as criteria, they are linked by a logical "AND". This means all specified parameters must be satisfied in order for a particular document to be found.

Certain other fields have a predetermined set of options. These options can be displayed by using the "Combo box" Windows function: the various possible options for a field are displayed by clicking on the "down" arrow. You may select a particular option by double-clicking on it. For example, for the "Area" field the options are:

UNDOC, RESOLUTION, MISC

Note that these options are programmed into the ODS application and cannot be modified.

The following functions can be executed from this screen:

Search: Starts the search as specified;

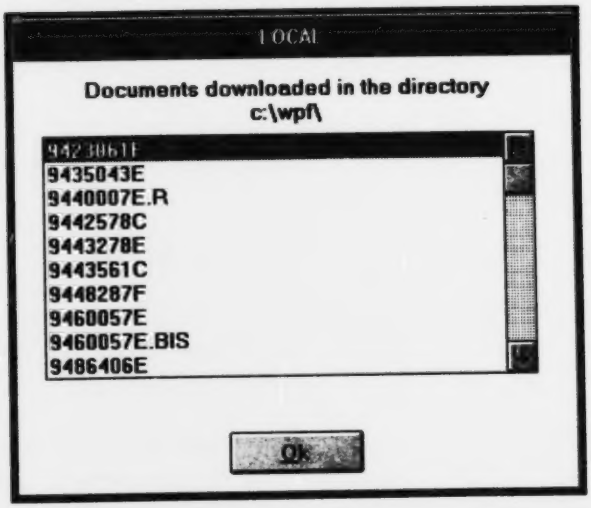
Clear: Clears all the fields and resets the default options for a new search;

Lexicon: (for future implementation);

Back: Undoes the last search and restores the previous one; this function is useful when search involves several steps, each one more precise than the previous one;

Cancel: Exits the complex search and returns to the main menu.

7. *"Local" function*



Screen 13

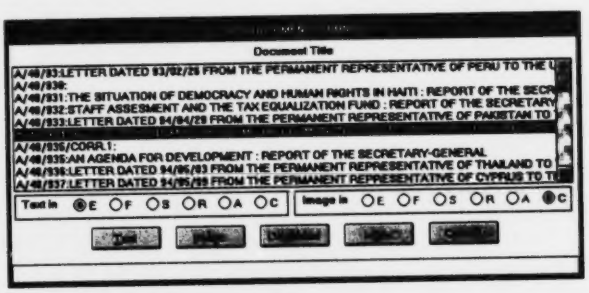
The "Local" function allows you to review the list of document file names that were downloaded in word-processing format into the directory specified under "Options" of the main menu bar.

8. *List of documents found*

When no document is found, the window title bar will display "0 DOCUMENTS FOUND". **Cancel** and you will return to the same search menu with the same search criteria to eventually modify them.

When one or more documents are found, a list box is displayed:

- The "Title" bar indicates the number of documents found;
- Each line contains the document symbol and the beginning of the title; they are separated by the character ":";
- If there are too many documents to fit within the list box, you may scroll down or up using the standard Windows procedures.


Document Title
A/48/931:THE SITUATION OF DEMOCRACY AND HUMAN RIGHTS IN HAITI : REPORT OF THE SECR
A/48/932:STAFF ASSESMENT AND THE TAX EQUALIZATION FUND : REPORT OF THE SECRETARY
A/48/935/CORR.1:
A/48/935:AN AGENDA FOR DEVELOPMENT : REPORT OF THE SECRETARY-GENERAL
A/48/936:LETTER DATED 94/05/03 FROM THE PERMANENT REPRESENTATIVE OF THAILAND TO
Text in E F S R A C
Image in E F S R A C

Screen 14

When a document is selected, either by clicking on it or by pressing the keyboard's "down" arrow, the actions that can be executed on the document are reflected by the state of the buttons. When a button is dim, no action may be executed. When a button is highlighted, the corresponding function is available for the document.

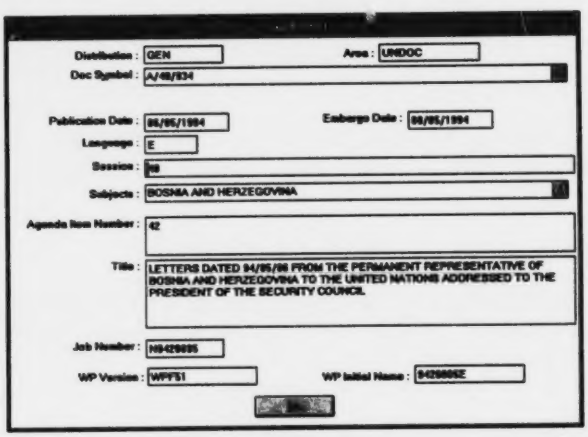
The following functions can be executed:

Image: Displays the scanned document; if the scanned form is not available, the "Image" button is deactivated;

Text: Displays the word-processing document (except for Chinese);

Download: Downloads the word-processing document, in native format; if the word-processing form is not available, the "Download" button is deactivated; this function is available to authorized users only; otherwise, the "Download" button is deactivated;

Index: Displays the indexing information for the document, as follows:


Distribution : GEN
Area : UNDOC
Doc Symbol : A/48/934
Publication Date : 06/05/1994
Embargo Date : 06/05/1994
Language : E
Session : 48
Subjects : BOSNIA AND HERZEGOVINA
Agenda Item Number : 42
Title : LETTERS DATED 94/05/06 FROM THE PERMANENT REPRESENTATIVE OF BOSNIA AND HERZEGOVINA TO THE UNITED NATIONS ADDRESSED TO THE PRESIDENT OF THE SECURITY COUNCIL
Job Number : N9429805
WP Version : WPFS1
WP Initial Name : 9429805E

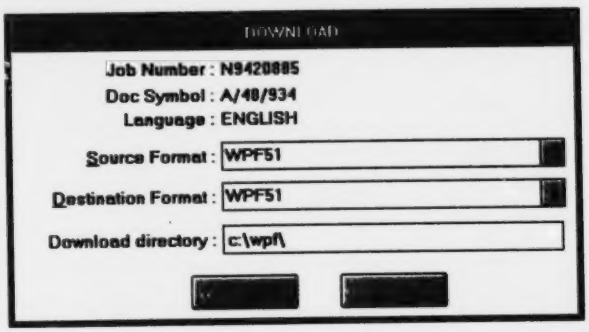
Screen 15

Cancel: Exits the list and returns to the search menu.

Download

The following screen identifies the native format of the document and requests:

- The destination format (by default, the native format);
- The directory where the file will be stored.



Screen 16

The document is downloaded and stored in the specified directory under the native word-processing document file name, but with a file extension of WPF for WordPerfect or GWL for Great Wall documents.

The source format is taken from the database. The destination format will be identical by default. (Conversions to a variety of destination formats will be possible in future versions of the retrieval software.)

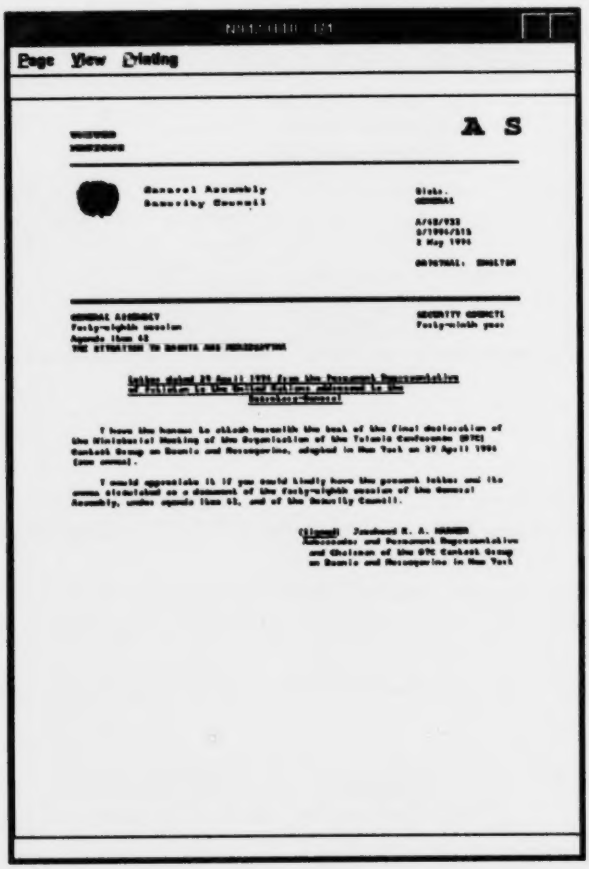
The "Download" directory could be overwritten by the user, for example, **a:** to download directly on a diskette in drive **a:**.

A message box will appear, stating: "Document ... successfully downloaded". If the download cannot proceed because of an erroneous download directory specification, the error message "Error opening file" will be displayed.

9. *Text*

The display function enables you to quickly display the native format when it is in WordPerfect.

The native format is retrieved and loaded in the workstation memory under Windows. The number of pages is displayed in the title and the first page is displayed:



Screen 17

Three functions are available when displaying a document:

Page: Browses through the document;

View: Zooms in on portions of a page;

Printing: Prints the entire document or parts of it.

These functions are explained in more detail under sections 11, 12 and 13 below.

The end of a document is always indicated by five dashes (-----) after the last line of the document.

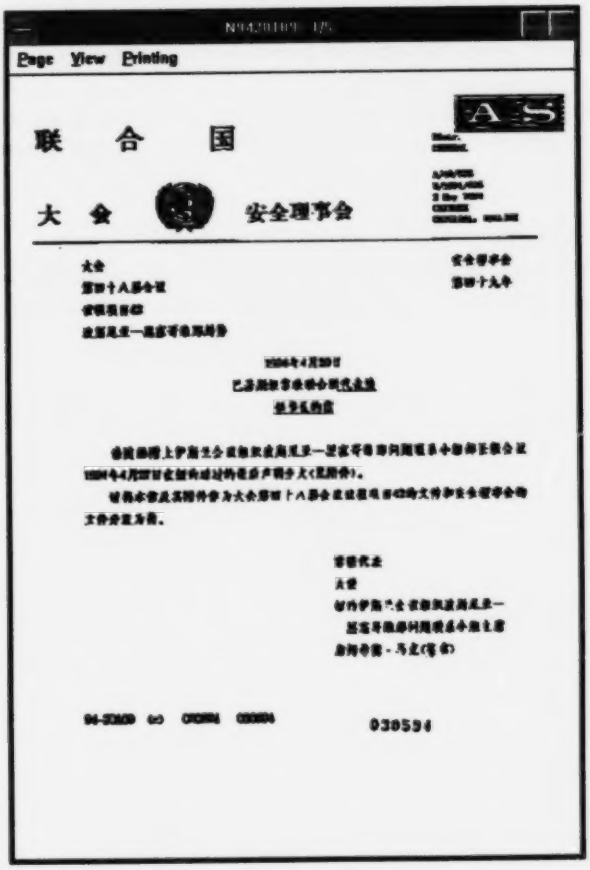
Sometimes the text of a document is supplemented by pages or parts of pages in graphical format. To display and print the full document, including all scanned graphical formats, you should retrieve the image version of the document from the optical disk.

Note: In these cases, the text version of the document will either finish with "/..." at the bottom of the last page, indicating that additional pages in scanned image format follow, or will contain blank pages with the document symbol and page number only, indicating that graphical formats were added in these places.

10. *Image*

If you click on the "**Image**" button, the first page of the document is displayed. The title bar above the page gives the job number and the number of pages of the document.

If you specified "full screen size display" under "Options" for your workstation, you will see the upper half of the first page of the document displayed across the full screen. The default "half size display" will use the right half of the screen to display the full page (see sect. C below).



Screen 18

Three functions are available when displaying a document:

Page: Browses through the document;

View: Changes the display of the current page;

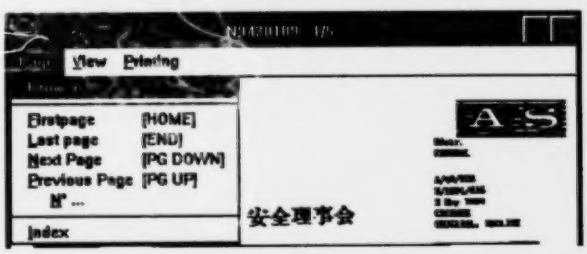
Printing: Prints the entire document or parts of it.

These functions are detailed under sections 11, 12 and 13 below.

11. *Page*

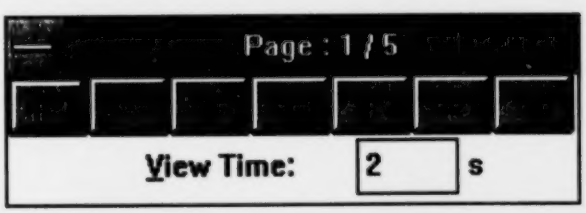
The "page" menu enables you:

- To browse through the document;
- To display an individual page;
- To display the indexing data for the document.



Screen 19

If you click on "**Browse**" a button bar is generated which is analogous to that of a tape recorder, enabling you to browse quickly through the document (this function is not available for text documents):



Screen 20

Clicking on the > button begins the consecutive display of each page of the document with a delay between displays. The interval between the display of individual pages may be set for between 1 and 10 seconds by changing the value in the **"View time"** box. The page number for a particular display is indicated in the title bar of the "View" menu. To stop this process, click (several times, if necessary) on the **"Stop"** button of the button bar. The buttons have the following values:

>|	Next page;
|<	Previous page;
O	Stop;
>>	Fast-forward to last page;
<<	Fast-backward to first page;
>	Automatic slow-forward browse using the "view time" interval;
<	Automatic slow-backward browse using the "view time" interval;

Certain functions enable you to go directly to a particular page:

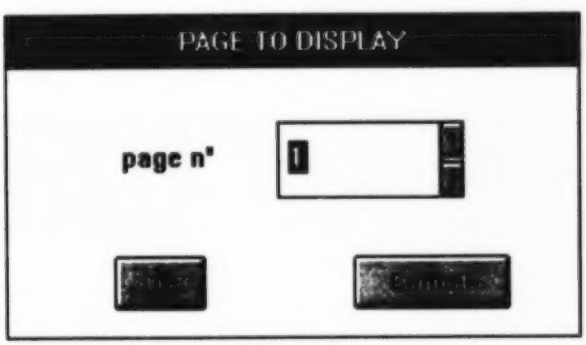
Home: To the first page;

End: To the last page;

PgUp: To the previous page;

PgDown: To the next page.

The "No" function enables you to go directly to a particular page by entering the number of the page in the following screen:



Screen 21

12. *View/Zoom*

This menu offers you a variety of ways to display pages.

For scanned documents:

Screen 22

The following functions are available:

Zoom: For images, defines a region in the screen (using the mouse) and zooms in;

Back zoom: Undoes the zoom; may be executed as many times as there were zooms;

+90°: Rotates the page counter-clockwise;

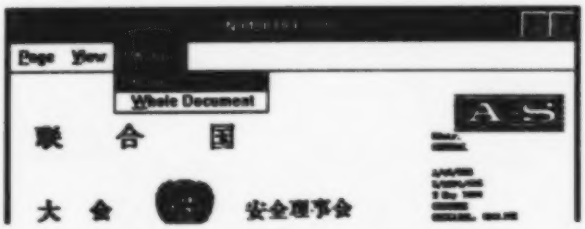
-90°: Rotates the page clockwise;

Upper: Displays the upper half of the page; works only when using the full-page display feature (see sect. C below);

Lower: Displays the lower half of the page; works only when using the full-page display feature (see sect. C below).

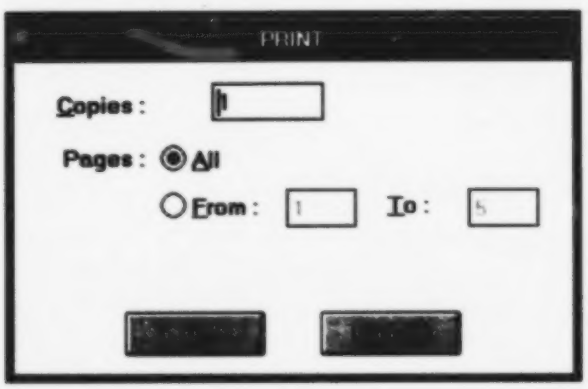
13. *Printing*

Printing works the same for image and for text documents. It is possible to print either the displayed page or the whole document.



Screen 23

When the whole document is to be printed, a dialogue box enables you to print all pages or a range of pages:



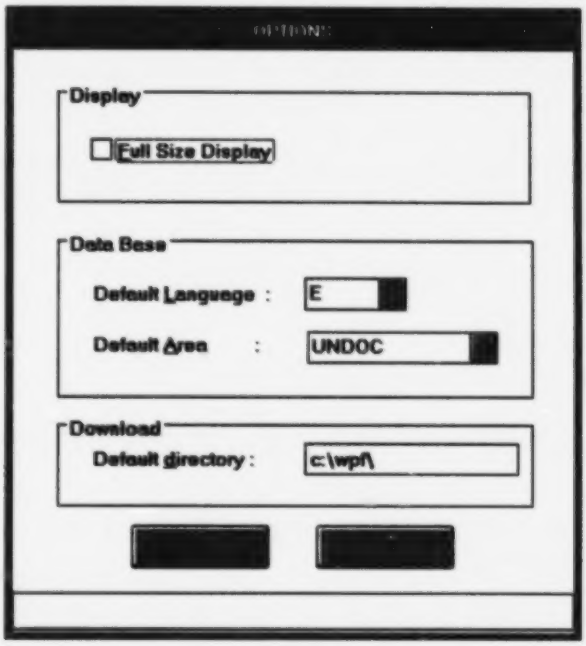
Screen 24

For text documents, the printing speed depends on the printer you use and the Windows printer-driver you have installed. For image documents, the printing speed depends on the printer as well as other components of the workstation:

- If the workstation is equipped with a fast printer interface, an image page is printed within 8 seconds;
- If the standard parallel interface (LPT1) is used, the time it takes to send the page to the spooler is 15 seconds, but the time taken by the printer to actually print the page depends on the model of the printer you use, ranging from 30 to 90 seconds.

C. *Options*

Some parameters are set by the user and are used to control the display or the searches. By selecting **"Options"** from the main menu bar, the following screen is displayed to set up these parameters:



Screen 25

The parameters are as follows:

Display: The size of the display, as well as the portion of the page displayed, is determined by whether or not a check mark is placed within the box. When you click on the check mark (using the toggle mode), one half of the page is displayed, taking up the entire screen. When the box is left blank, the full page is displayed, taking up the right half of the screen;

Default language: Used for all displays, printouts and downloads. It may be specified here as: **E** for English; **F** for French; **S** for Spanish; **R** for Russian; **A** for Arabic; and **C** for Chinese (you may also temporarily switch to another language);

Default area: Used for all searches: **"UNDOC"** for United Nations documents, **"RESOLUTIONS"** for the official text of resolutions or **"MISC"** for other documents;

Default directory: The default download directory into which the word-processing documents will be downloaded.

II. HELP AND ERROR MESSAGES

A. *Help messages*

An ODS Help Desk is provided for all users. The Help Desk telephone number and procedures will be made available to users at the time of registration.

The ODS workstation software has an on-line help facility which uses the standard Microsoft Windows help system. For details on using index and context-sensitive help, consult the Windows Reference Manual.

Windows with help information may be called up from the application by pressing the "**F-1**" key. Information related to the function being performed or the field to which the screen cursor points will be displayed.

B. *Error messages*

NETWORK NAME NOT FOUND
UNABLE TO CONTACT REMOTE NODE ODSNY1

Cause: Network problem caused by IRQ conflict, LDI malfunction, transceiver collision or wrong IP address.

Action: Check the IRQ for the EtherNet Card. It might be used by another device (mouse). Run MSD.EXE to check interrupts.

Check the LDI box, make sure the green light in the back of the LDI is blinking slowly (once every second). If the green light is blinking fast or there is a red light, re-set the LDI by replugging the power cord. If the problem still exists, you may have a telephone line problem; call NYNEX.

Check the transceiver, if any, connected to the LDI. If the COL (collision) light is blinking, re-set the transceiver by replugging it.

If none of the above works, call the ODS System Administrator.

CONNECTION CLOSED (ERR-10)

Cause: Sarde ISDN server problem.

Action: Call System Administrator to re-set Sarde ISDN server.

ERROR CODE E02 ON CARD 0 PROFILE 1

Cause: ISDN connection problem.

Action: Check NT1, make sure the line indicator on the NT1 is off. Re-set the ISDN line by replugging the connector to the line jack.

ERROR CODE E04 ON CARD 0 PROFILE 1

Cause: ISDN problem.

Action: Check the SPID. Try the second ISDN number.

CONNECTION FAILED

Cause: The log-in to the database is not possible.

Action: Call System Administrator to stop and restart the TDSD application on the server.

IDENTIFICATION FAILED

Cause: Incorrect name and/or password when logging in to ODS.

Action: Enter correct name and password.

BAD SECTOR OR DISK

Cause: ODS problem.

Action: Call System Administrator to re-set the PC server.

DOCUMENT IS ON DISK NN

Cause: Disk containing an image or file you tried to consult is not loaded.

Action: Call System Administrator to load disk nn.

VOLUME IS MISSING

Cause: Disk is not loaded.

Action: Call System Administrator to load disk.

MEMORY ALLOCATION ERROR

Cause: Too many applications currently running under Windows.

Action: Close some applications and retry.

SESSION OPENING REJECTED

Cause: ODS server is not operational.

Action: Call System Administrator.

THE PATH G:\ONU.EXE IS INVALID

Cause: This is a Windows error. Windows cannot find G drive to execute ONU.EXE.

Action: For input workstation, establish an ODS session.

For retrieval workstation, reboot PC. Make sure there are no network errors.

NETWORK RESET ERROR

Cause: This error may have several causes:

- You tried to consult an image when the ODS server was not running.
- The database server is not operational.
- The TCP/IP resident SOCKTSR is missing on the workstation.
- The TCP/IP address of the workstation is wrong.

Action: Call System Administrator.

NETWORKING SUBSYSTEM NOT STARTED

Cause: Network problem. DEC/ISDN workstation cannot connect to ODS because of loose connection/cable between ISDN telephone line and NT1 and/or between NT1 and ISDN card.

Action: Turn the PC off, wait for 30 seconds and reboot.

Check connections between the ISDN line and the NT1 and/or between the NT1 and the ISDN card in the PC. Make sure the power supply of the NT1 is plugged in and both ISDN line and card indicators are off (no red light should be on in the NT1).

If the ISDN indicator still on (red), you may have a problem with the ISDN. Call NYNEX.

If both ISDN and card indicators are off and there is still no connection to the ODS, call System Administrator to check the ODS ISDN line.

SYSTEM NOT LISTENING

Cause: Your ISDN line is not working.

IP address does not exist.

Action: If you are a mission user, call your telephone company.

If you are a UN user, call your LAN administrator.

THE DOWNLOAD DIRECTORY DOESN'T EXIST

Cause: Downloading directory does not exist.

Action: Change directory name.

NOT ENOUGH SPACE ON THE DISK

Cause: The size of the downloaded document is bigger than the space on the local or the floppy disk.

Action: Delete some files from the disk you want to download to.

III. WINDOWS HINTS

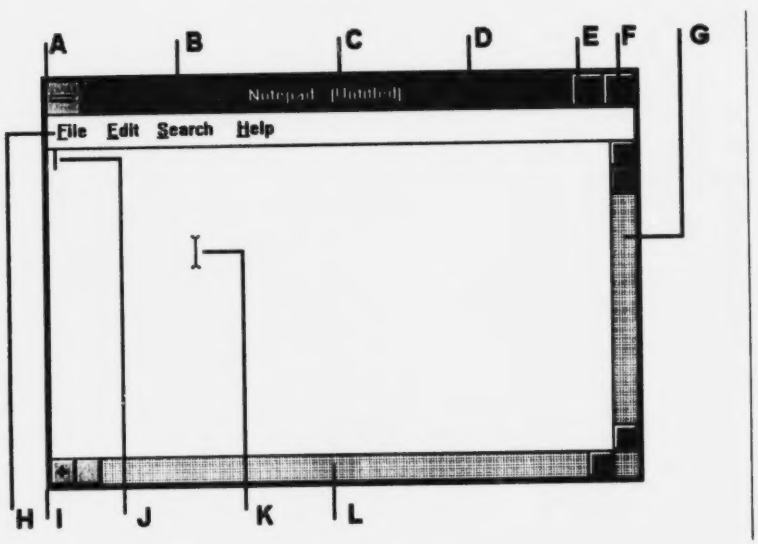
Windows is a graphical operating environment produced by Microsoft. If you are new to Windows, it might be a good idea to run through the Microsoft Windows Tutorial to learn the basics of using a mouse and Windows. Consult your Windows User's Manual to find out how to use the tutorial.

A. *Use of the mouse*

The mouse is a pointing device that helps you use ODS easily and efficiently. The following terms are referred to in this manual:

Term	*What to do*
Point:	Move the mouse until its tip points to a specific choice.
Click:	Quickly press and release the mouse button.
Double-click:	Quickly press and release the mouse button twice.

B. *Parts of a window*



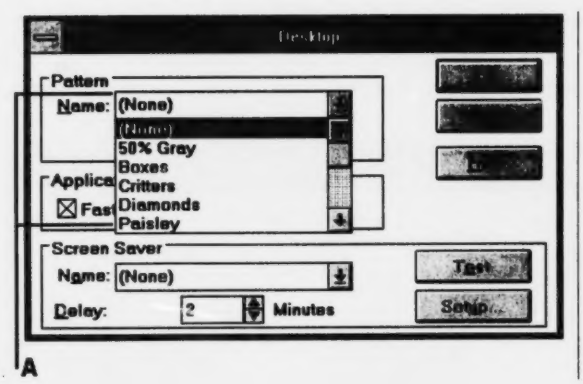
A	Control-menu box	G	Vertical scroll bar
B	Title bar	H	Menu bar
C	Window title	I	Window corner
D	Window border	J	Insertion point
E	Minimize button	K	Mouse pointer
F	Maximize button	L	Horizontal scroll bar

- The control-menu box is used to move, size and close a window;
- The title bar shows the application or document name;
- The window title shows the name of the application, document, group or file;
- The minimize button reduces the window to an icon;
- The maximize button enlarges the window to fill the entire screen;
- The menu bar lists the available sub-menus; click on any one to get that sub-menu;
- The vertical scroll bar enables you to move up and down through the contents of a window; click on the arrow and hold the button down;
- The horizontal scroll bar enables you to move through the contents of a window from the left or right;
- The scroll arrows are used with the mouse to move through the contents of a window vertically or horizontally.

C. *Drop-down list boxes*

A drop-down list box contains the current selection from a list of available choices. To open a drop-down list box and select an item, click on the arrow in the right-hand part of the box and then click on the item of your choice.

Drop-down list box shows more choices when you click on this arrow



A A drop-down list box opens to show available choices.

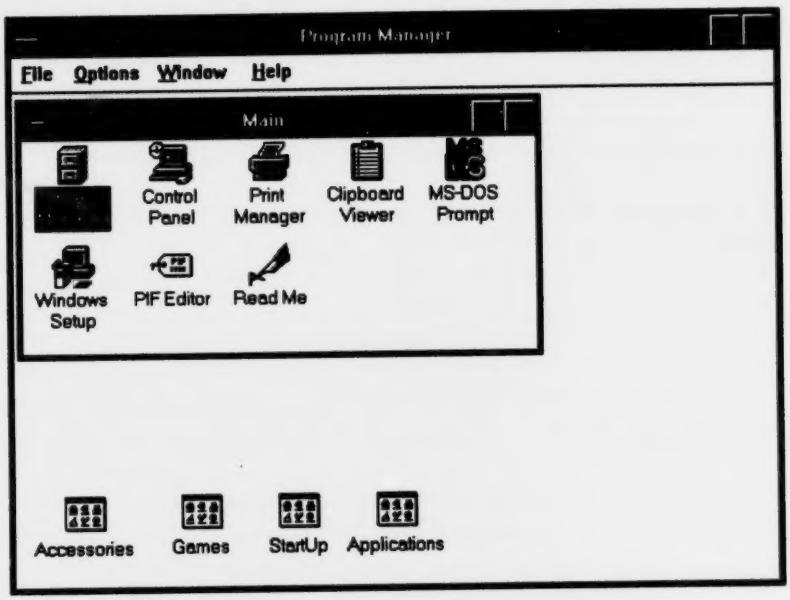
D. *ODS icon*

Icons are small pictures that represent an object (application, program, etc.). The Optical Disk System (ODS) icon is represented by the United Nations logo in the "Applications" window.

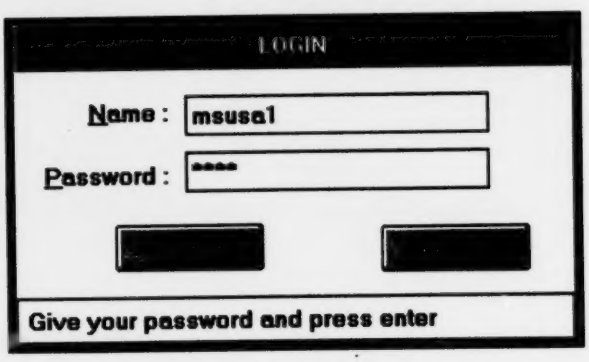
To run the ODS program:

(a) From the "Program Manager" window, find and double-click on the "**Applications**" icon;

(b) From the "Applications" window, find and double-click on the "**ODS**" icon.



The following screen will appear if you started the ODS application successfully:



Enter the name and the password assigned to you to start using the program.